



TO: Delaware Public Service Commission & Partners

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SUBJECT: **Shields Up Guidance for Utility Providers**

Over the last several months we have seen international tensions that have not been seen in decades. Prior to the Ukraine invasion we have seen multiple cyber threats across industries and multiple in the critical infrastructure arena. Over the year we have witnessed the Colonial Pipeline and Pinellas County Water attacks that have both made notable news and show that no institution is invincible.

What can you do? Now is the time to review plans and ensure your processes are sound before you or one of your partners experience a disruption.

- Do you have multi-factor authentication implemented?
- Is your server and workstation software up to date?
- Have you verified system and application backup procedures?
- Is your anti-virus software maintained and up to date?
- Do you train your employees on being cyber aware?
- Have you implemented network geo-location policies?
- When was your incident response plan last reviewed? Does it need to be updated?
- Does your Business Continuity plan address cyber incidents or third party/vendor interruptions?
- Does your Business Continuity plan include contact information for all your vendors/customer partners?
- Do you know who to notify if you have system outages?
- Have you exercised your Crisis Communication plan?

While there are no specific or credible cyber threats to Delaware at this time, Russia's unprovoked attack on Ukraine has involved cyber-attacks on Ukrainian government and critical infrastructure organizations. We know all too well that even outside the international tensions, *that Cyber risk is real, and ever growing.*

We look forward to discussing this topic with the PSC in May, but feel preparedness actions need to start today!

*Additional Information at: [CISA Shields Up](#) and [Delaware Cybersecurity Advisory Council](#)